



Experience of Whipps Cross University Hospital

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience.

In this report, we examine the service user experience of Whipps Cross University Hospital.

healthwatch
Waltham Forest

Page 2 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



Pages 3 - 5 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



Pages 6 - 18 Patient Journey

In this section, we look at the patient journey (or 'care pathway').

We also examine the most popular hospital departments.



Page 19 Summary

This section summarises findings, in brief.



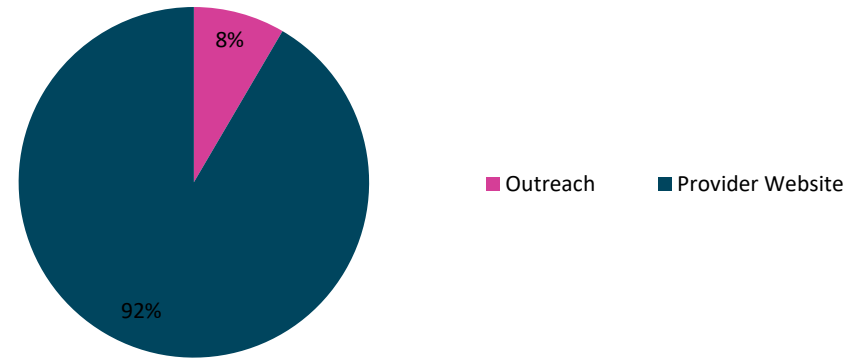
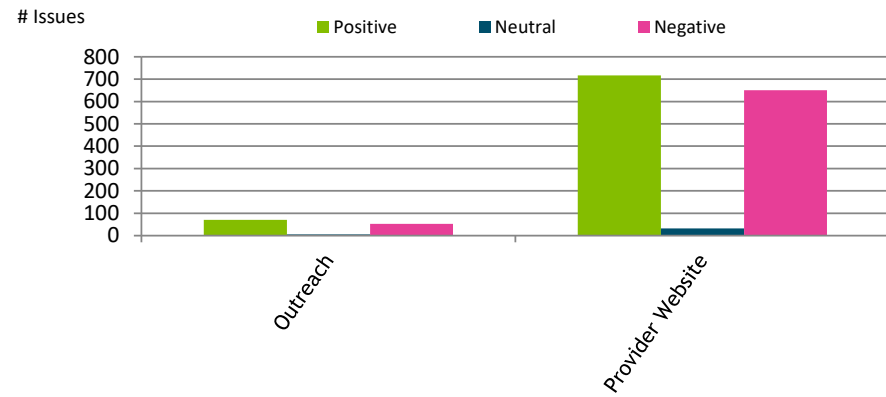
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 18 July 2018, to cover the period 1 July 2017 - 30 June 2018.

1. Data Source: Where did we collect the feedback?

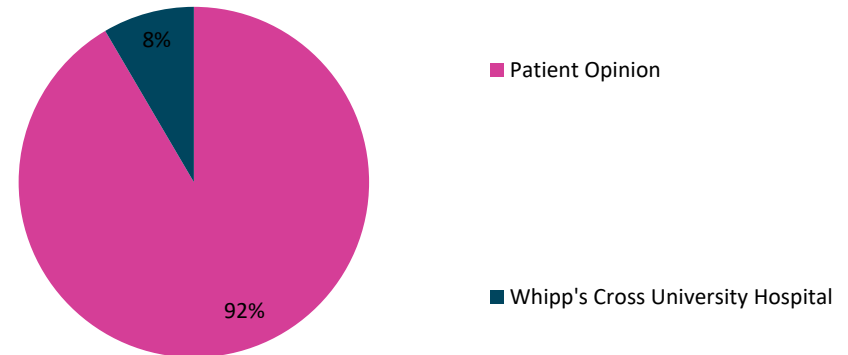
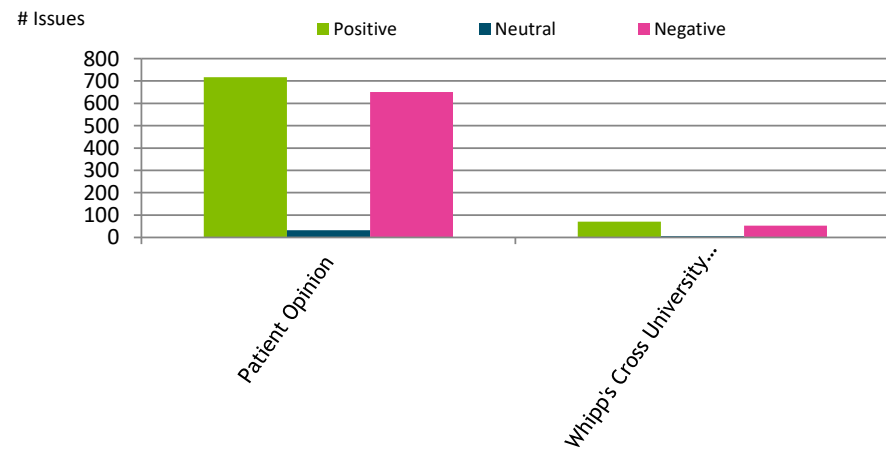


1.1 Source



Sources providing the most comments overall

1.2 Origin

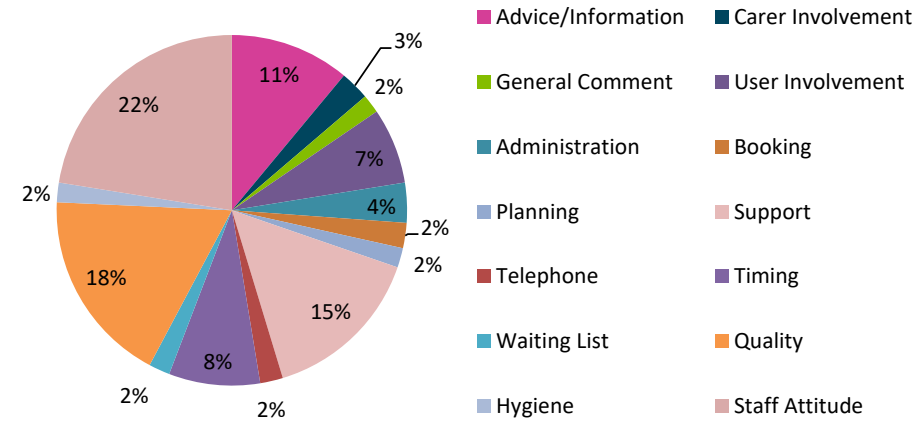
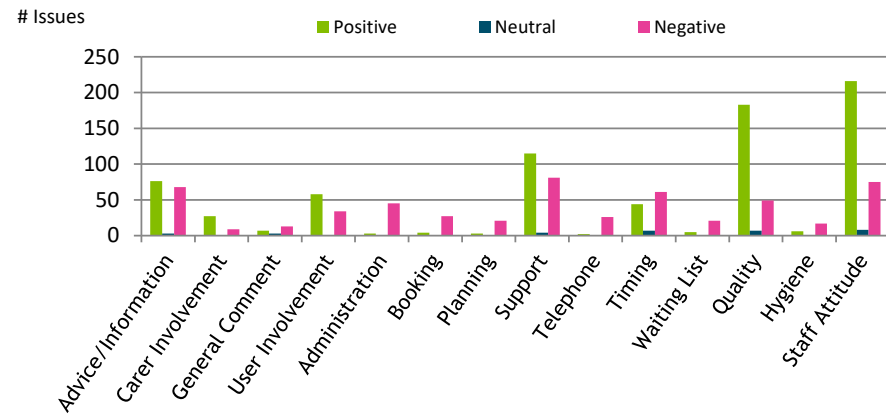


Origins providing the most comments overall

2. Top Trends: Which service aspects are people most commenting on?

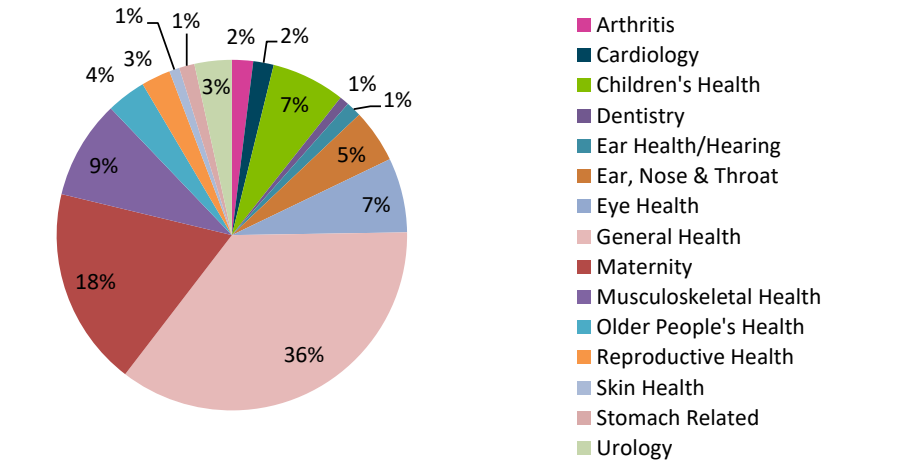
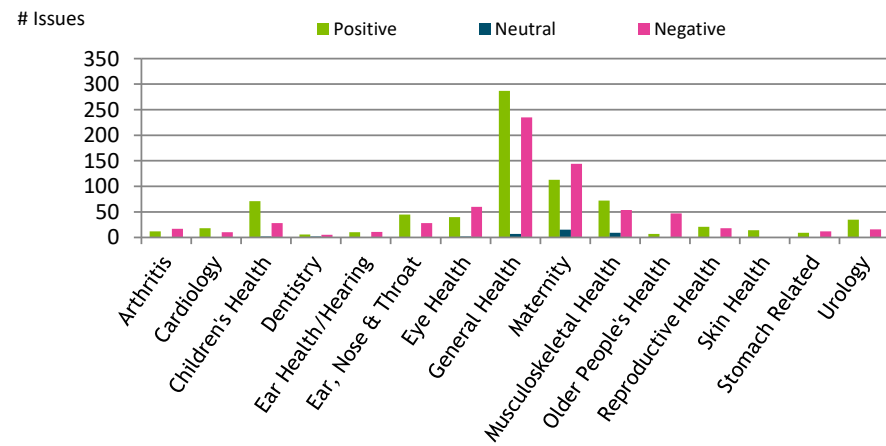


2.1 Service aspects: 1528 issues from 248 people



Issues receiving the most comments overall. See page 19 for issue descriptions.

2.2 Stated medical conditions

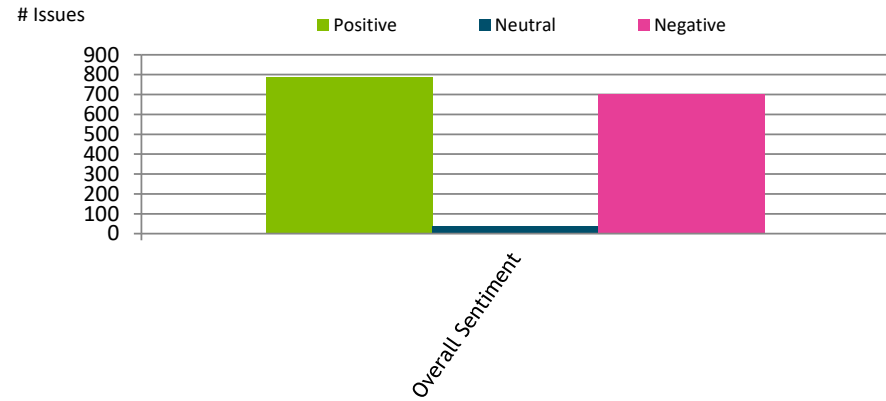


Medical conditions receiving the most comments overall

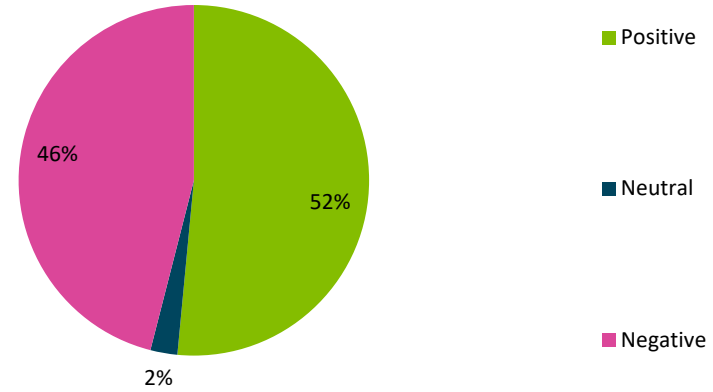
3. Sentiment: How do people feel about the service?



3.1 How do people feel as a whole?

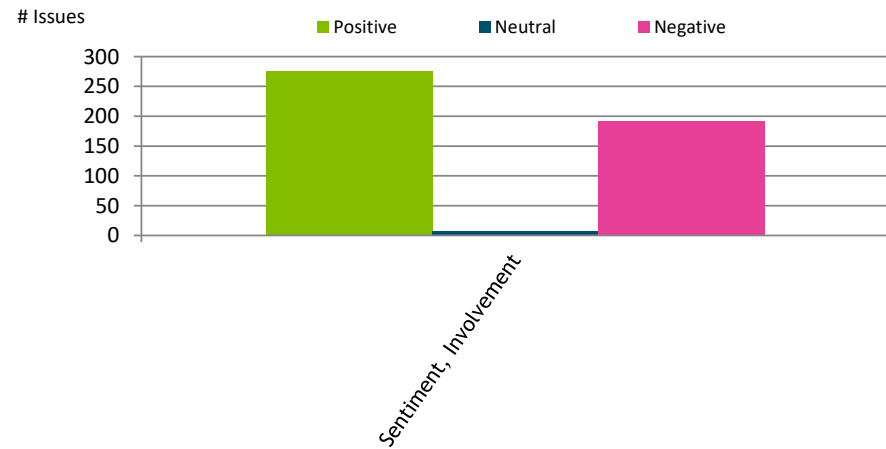


Quarterly Benchmark: X change from the previous quarter

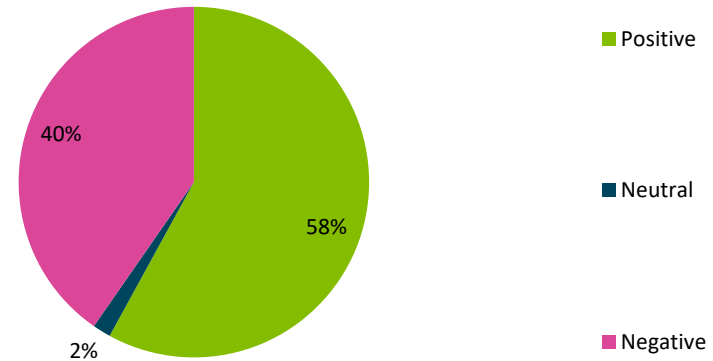


Regional Average: 57% Positive

3.2 How well informed, involved and supported do people feel?



Quarterly Benchmark: X change from the previous quarter

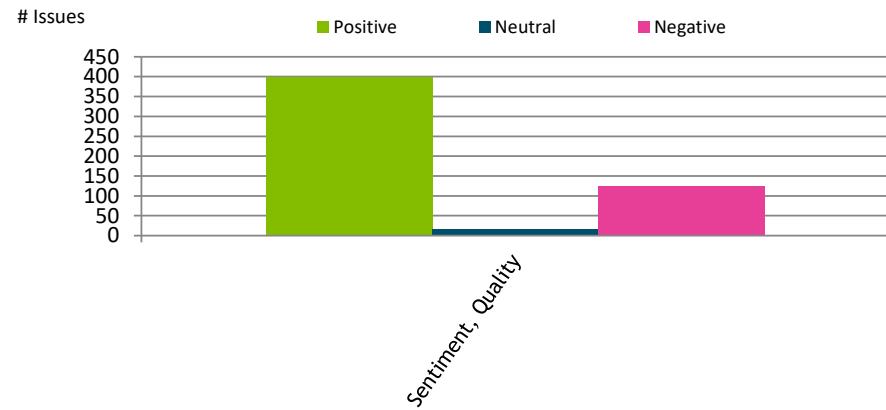


Regional Average: 59% Positive

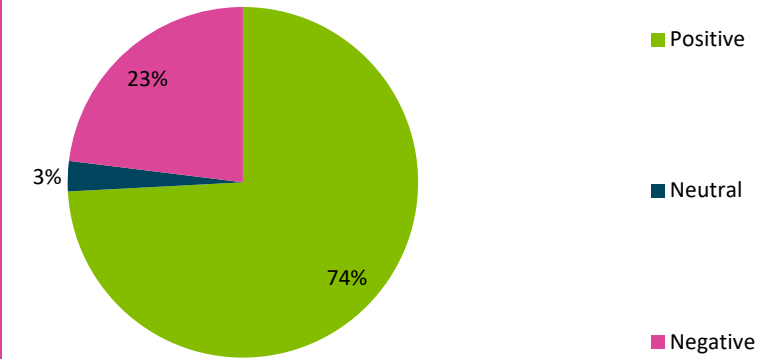
3. Sentiment: How do people feel about the service?



3.3 How do people feel about general quality and empathy?

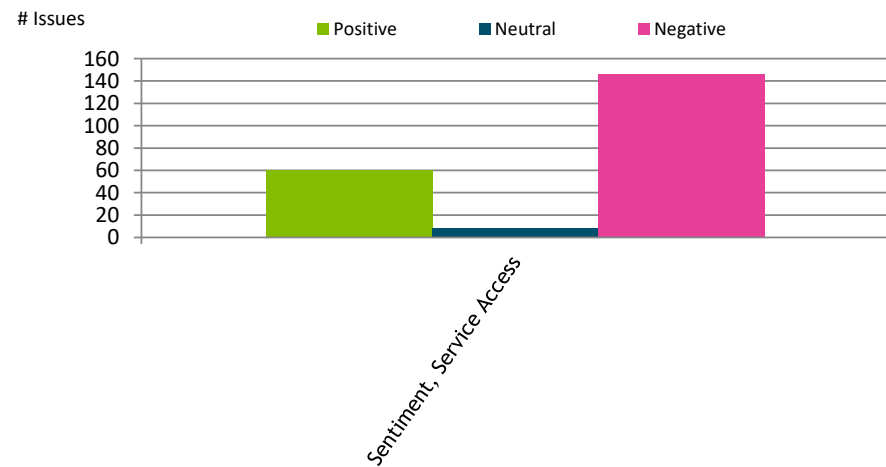


Quarterly Benchmark: X change from the previous quarter

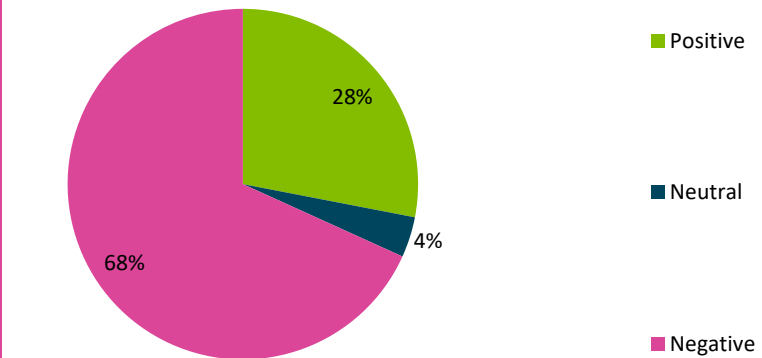


Regional Average: 78% Positive

3.4 How do people feel about general access to services?



Quarterly Benchmark: X change from the previous quarter

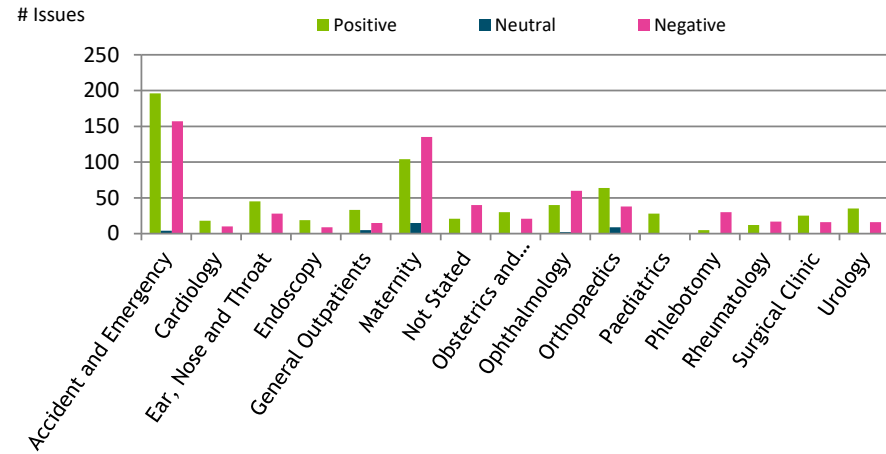


Regional Average: 38% Positive

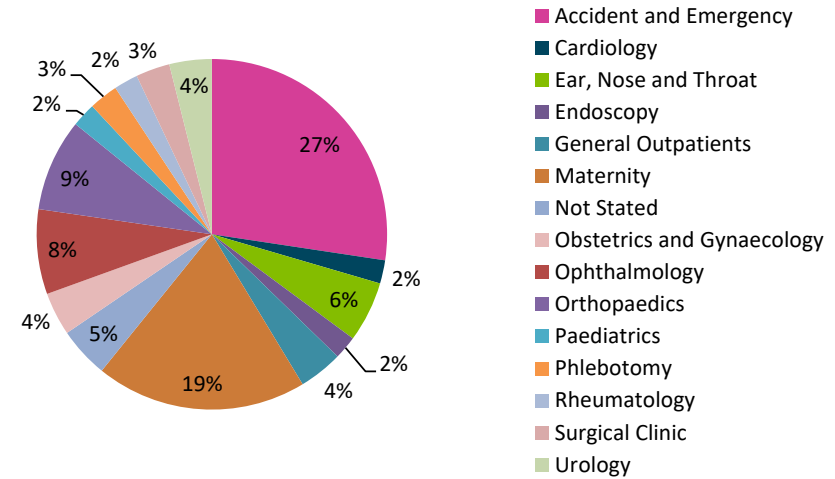
4. Trends: Which departments are people most commenting on?



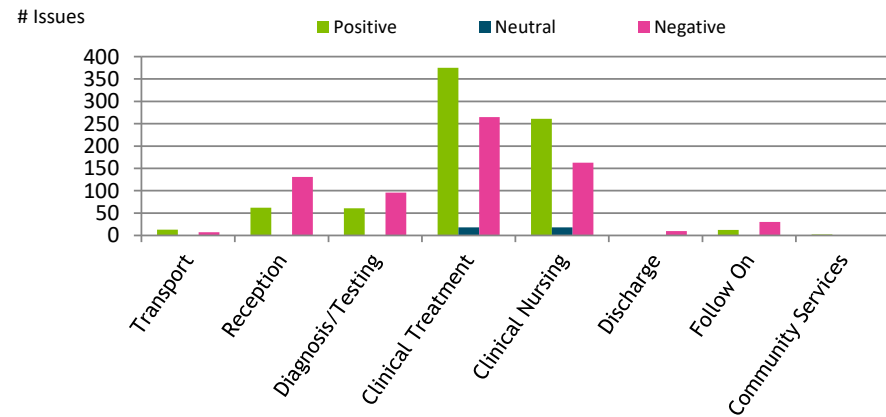
4.1 Departments (1528 issues)



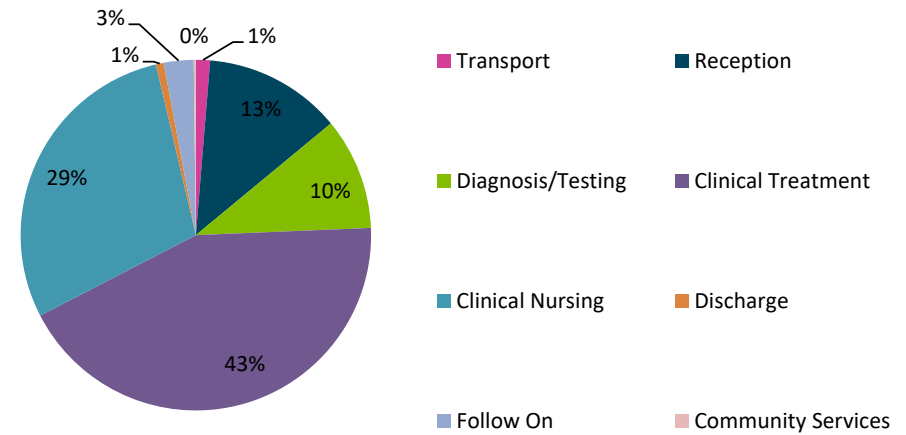
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 11-18)



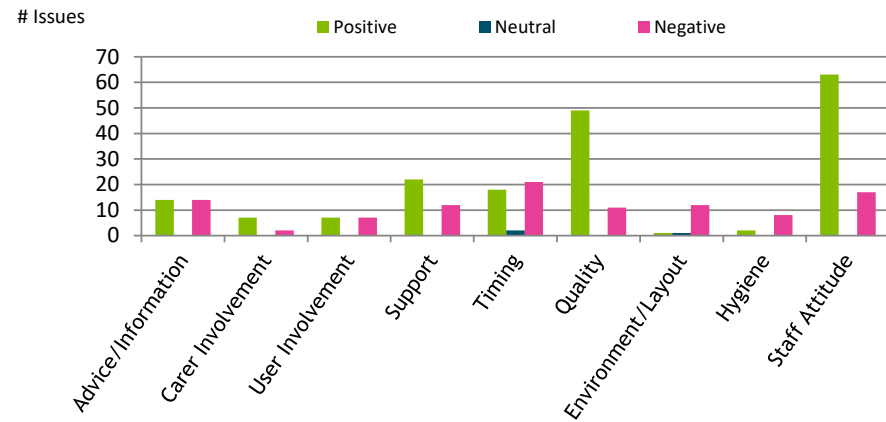
Care pathway locations



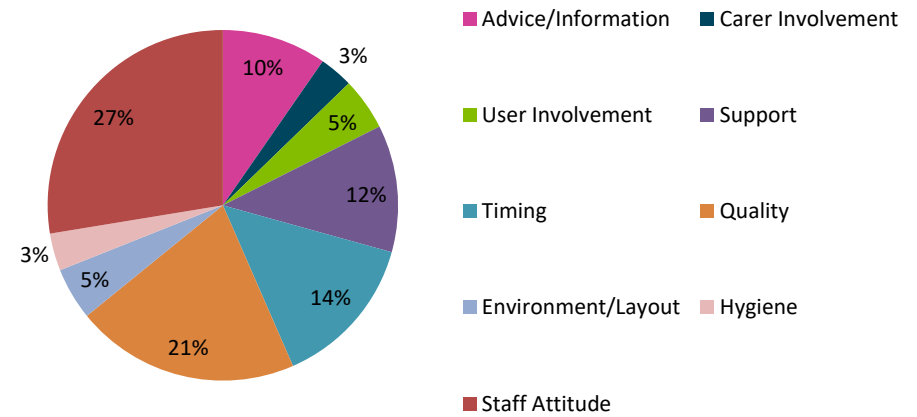
5. Trends: A&E



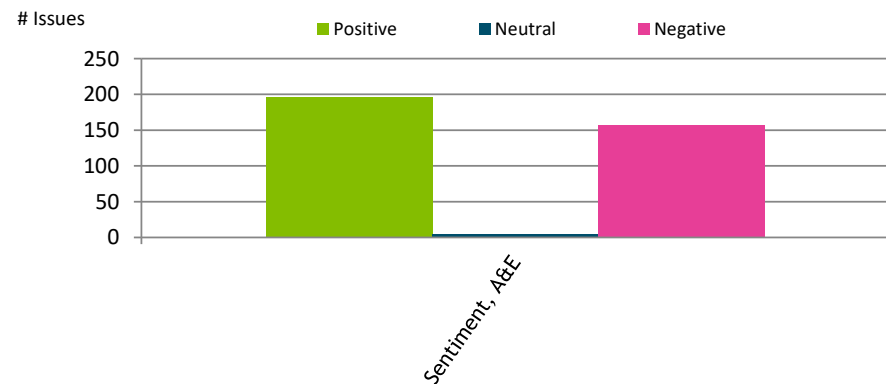
5.1 Trends, A&E (357 issues)



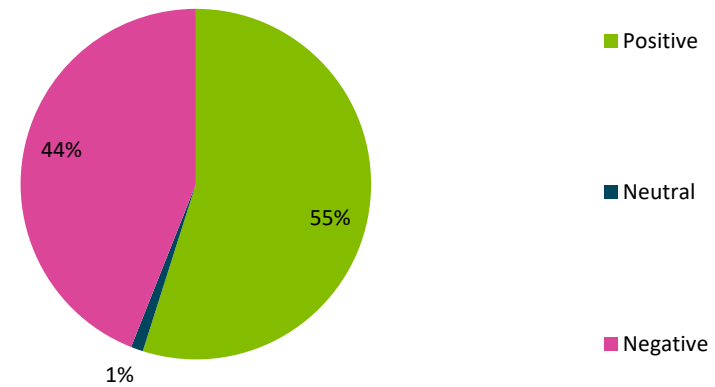
Issues receiving the most comments overall



5.2 Sentiment, A&E



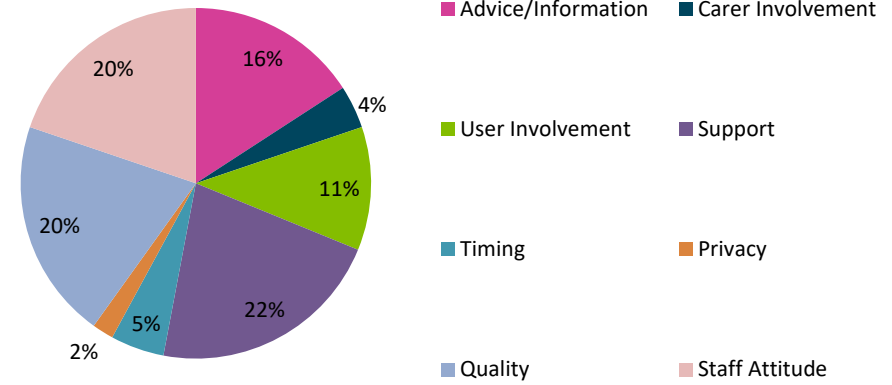
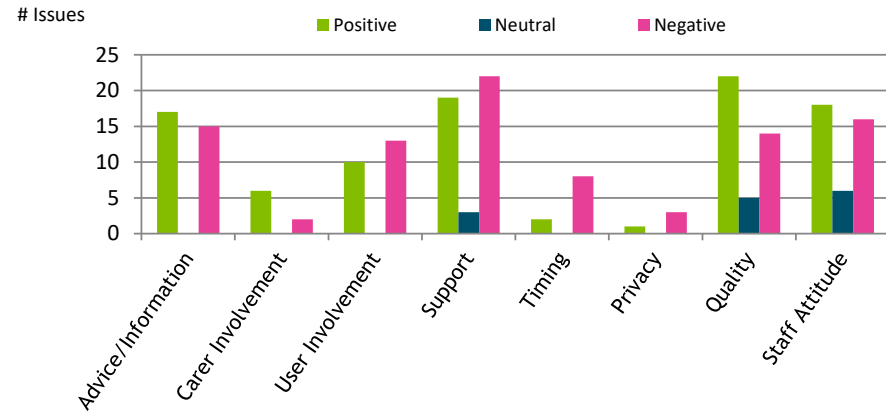
Quarterly Benchmark: X change from the previous quarter



5. Trends: Maternity

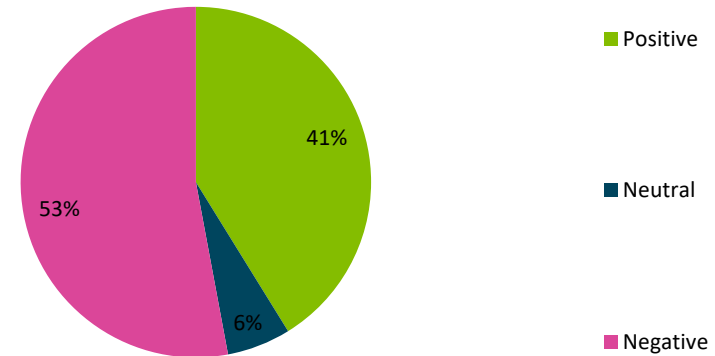
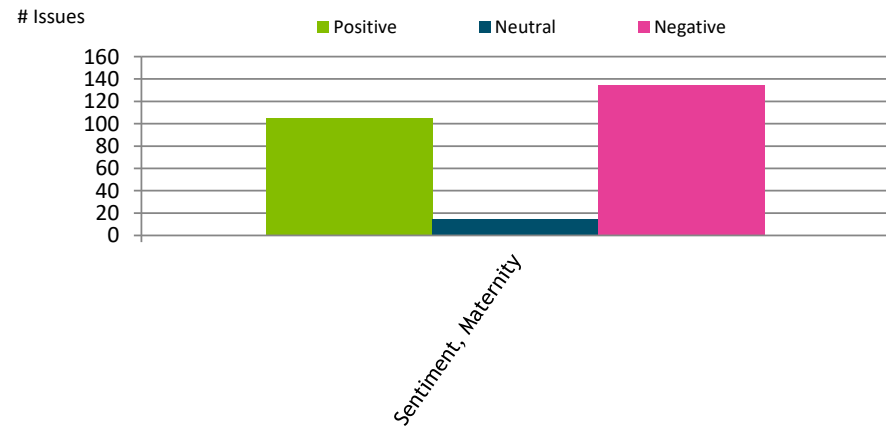


5.3 Trends, Maternity (255 issues)



Issues receiving the most comments overall

5.4 Sentiment, Maternity

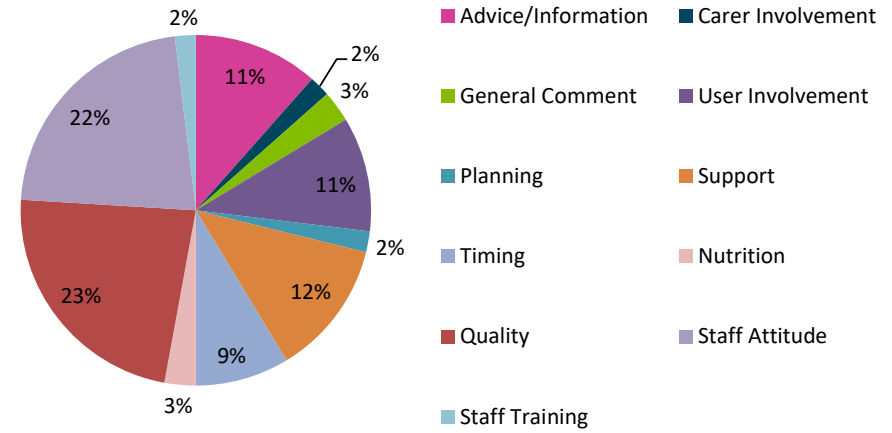
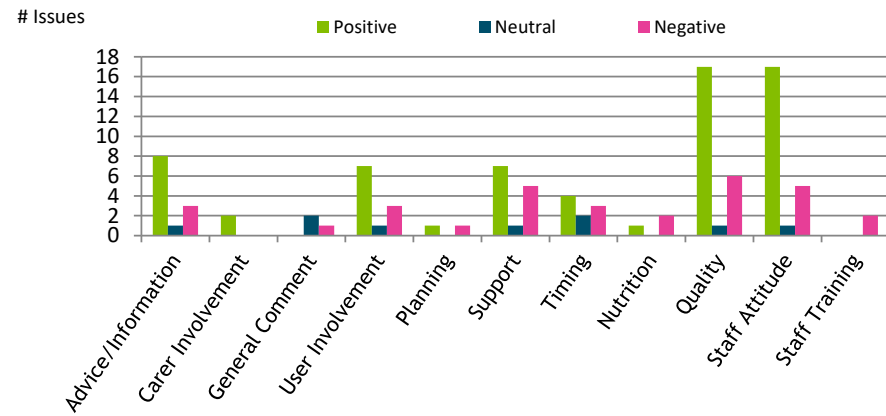


Quarterly Benchmark: X change from the previous quarter

5. Trends: Orthopaedics

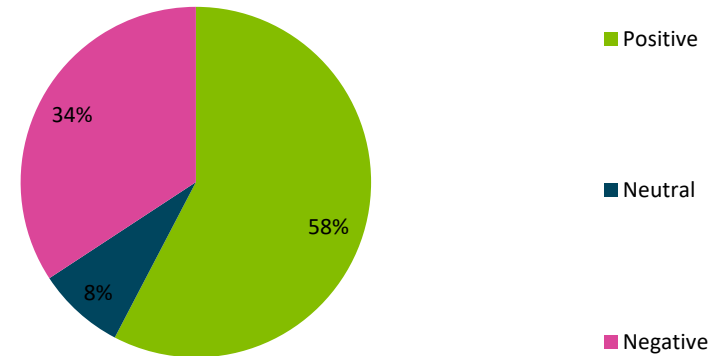
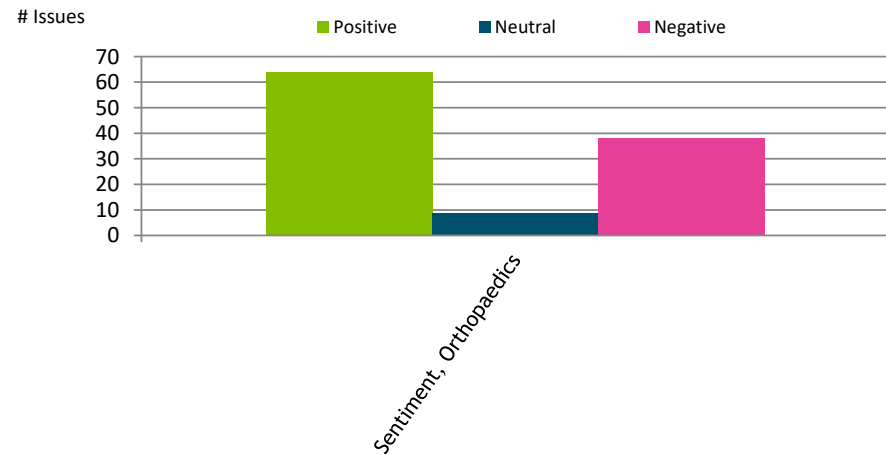


5.5 Trends, Orthopaedics (111 issues)



Issues receiving the most comments overall

5.6 Sentiment, Orthopaedics

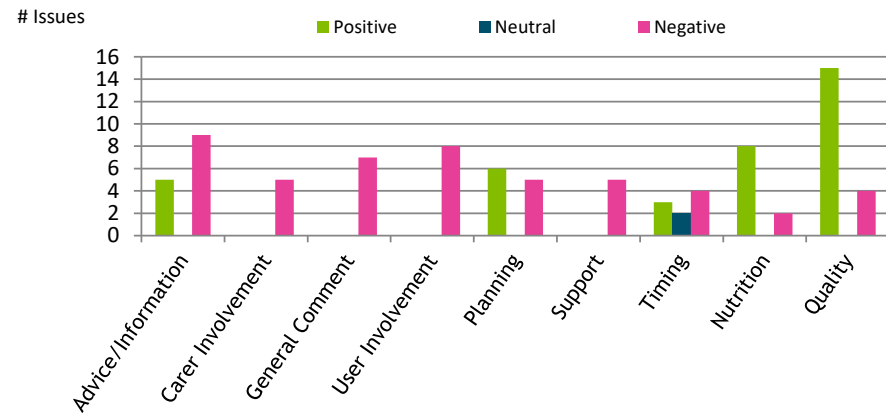


Quarterly Benchmark: X change from the previous quarter

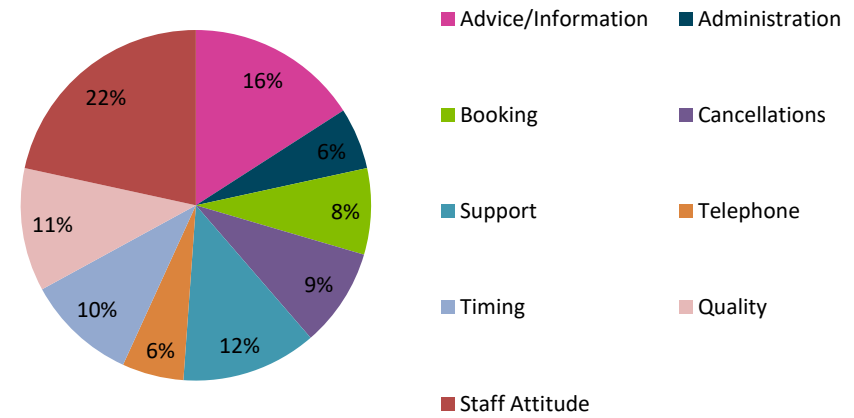
5. Trends: Ophthalmology



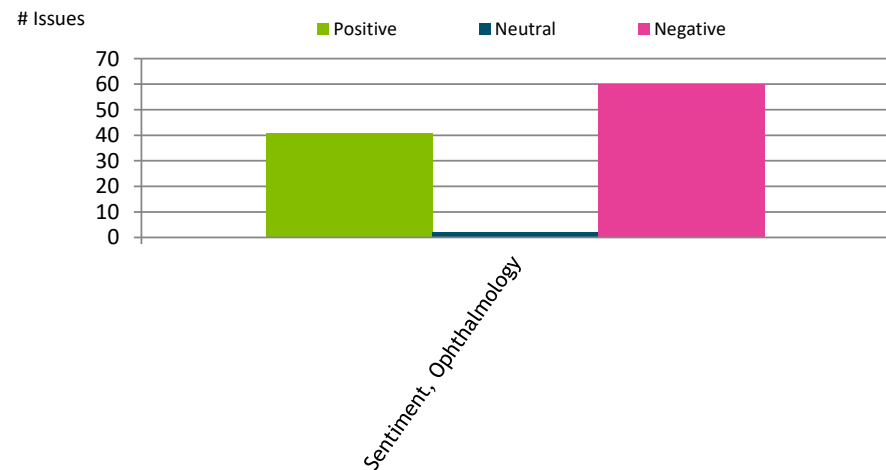
5.7 Trends, Ophthalmology (103 issues)



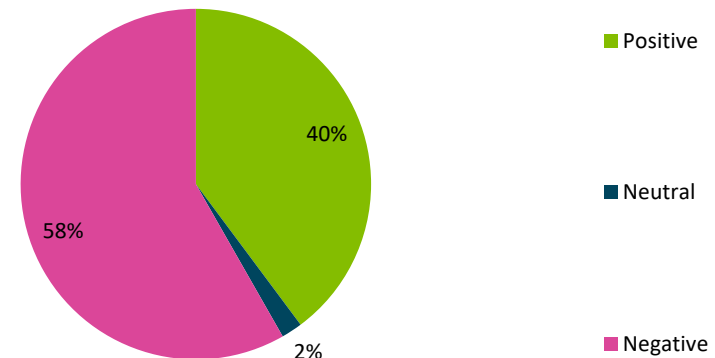
Issues receiving the most comments overall



5.8 Sentiment, Ophthalmology



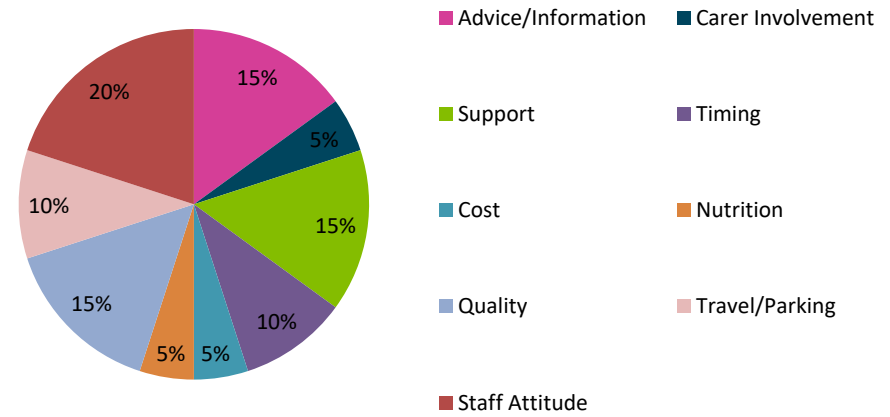
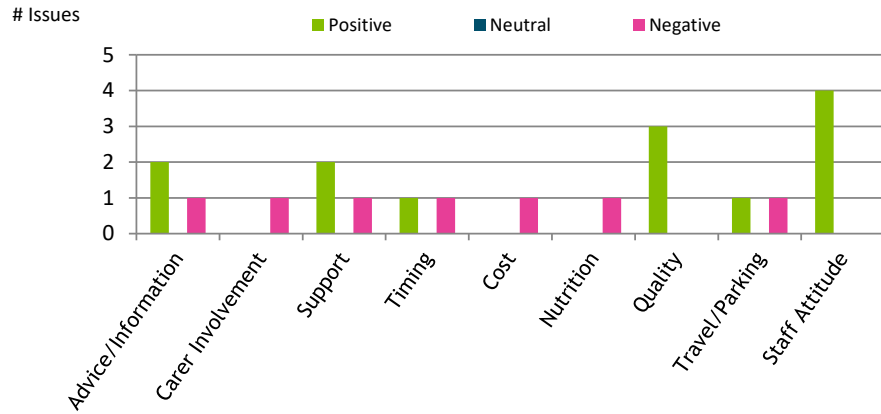
Quarterly Benchmark: X change from the previous quarter



6. Care Pathway: Transport (ability to get to-and-from services)

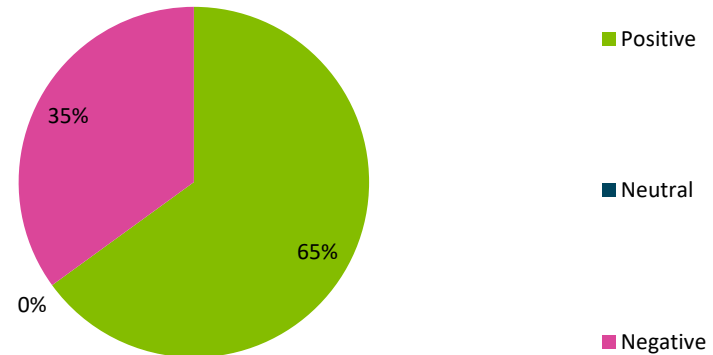
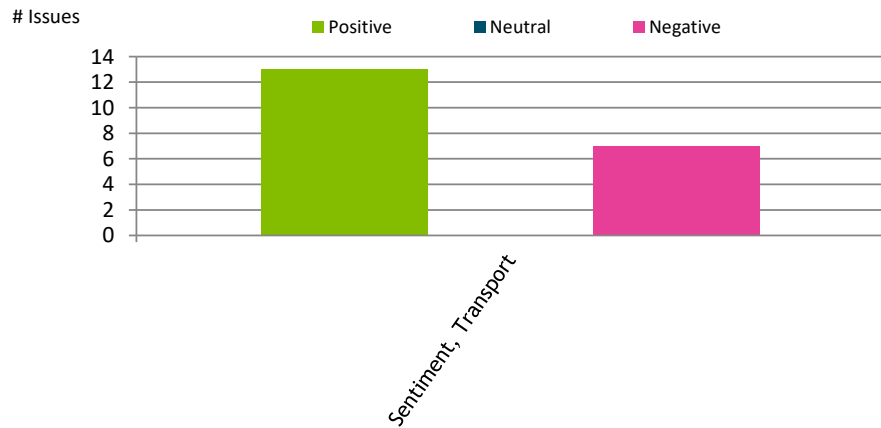


6.1 Trends, Transport (20 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

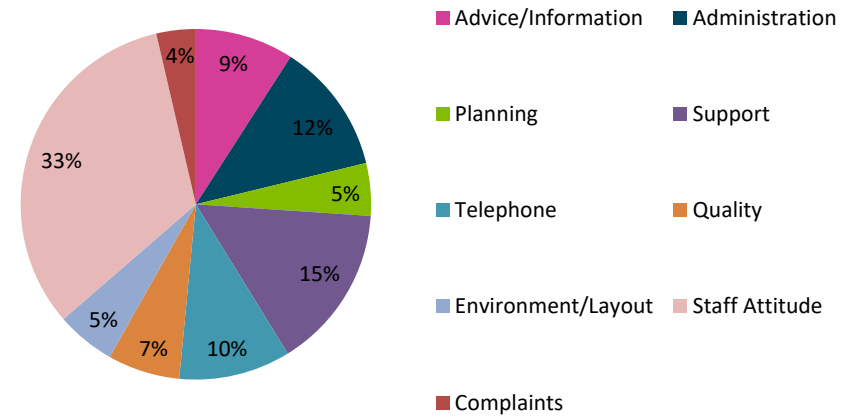
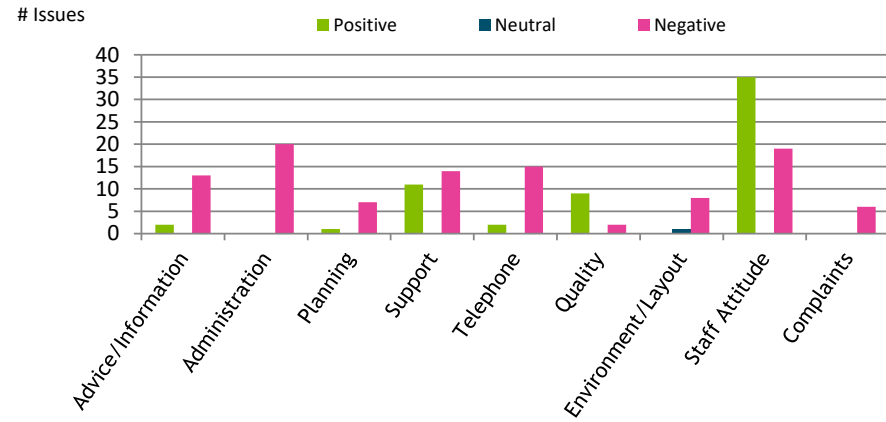


Quarterly Benchmark: X change from the previous quarter

6. Care Pathway: Reception (reception services including back-office)

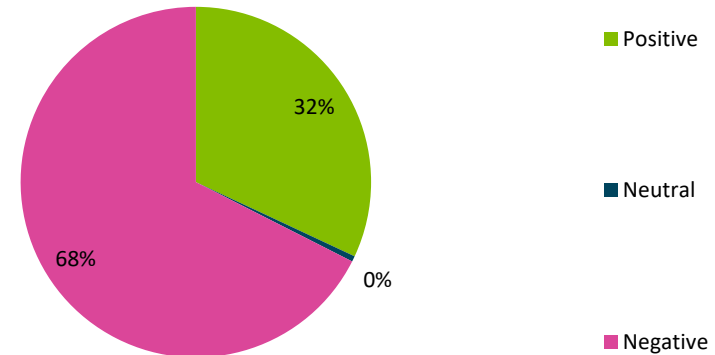
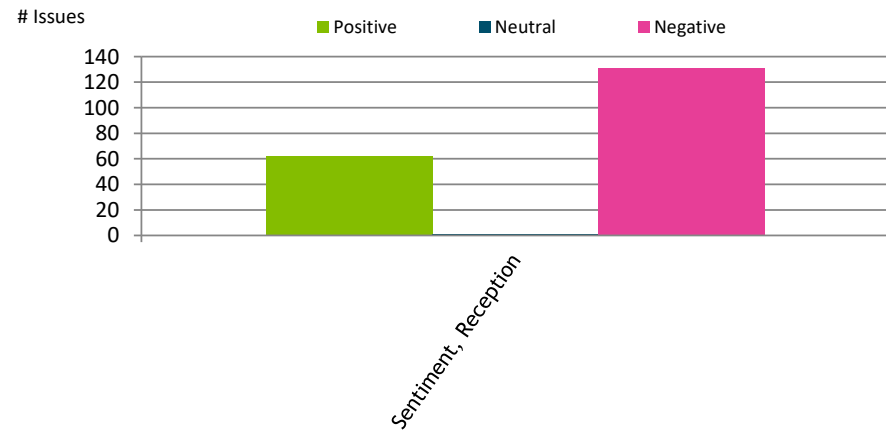


6.3 Trends, Reception (194 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

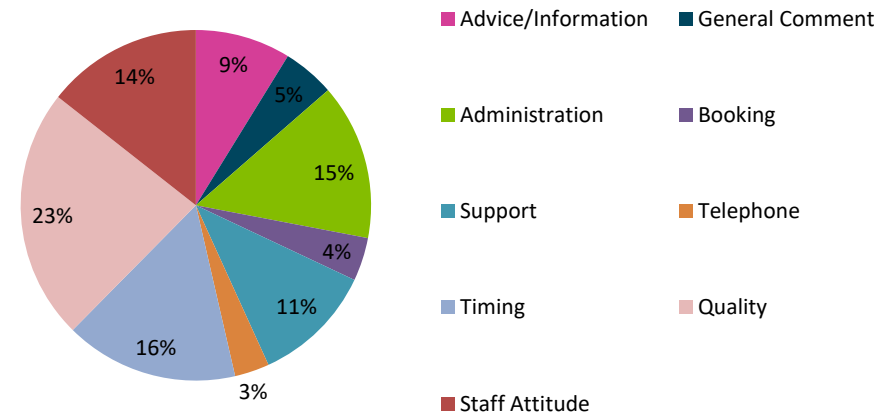
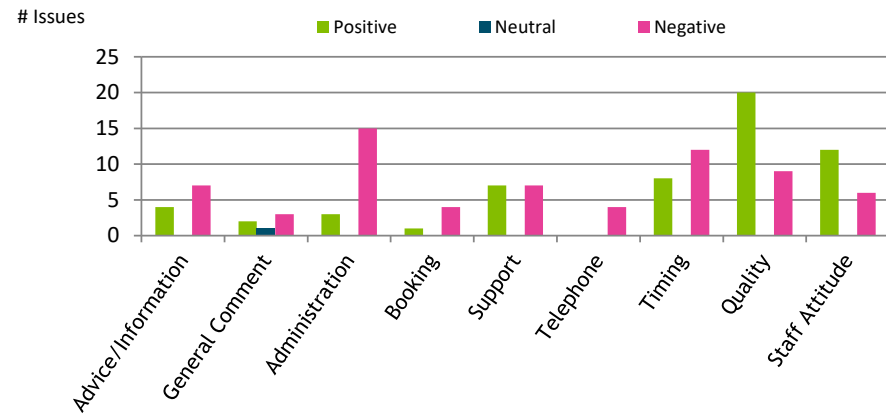


Quarterly Benchmark: X change from the previous quarter

6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

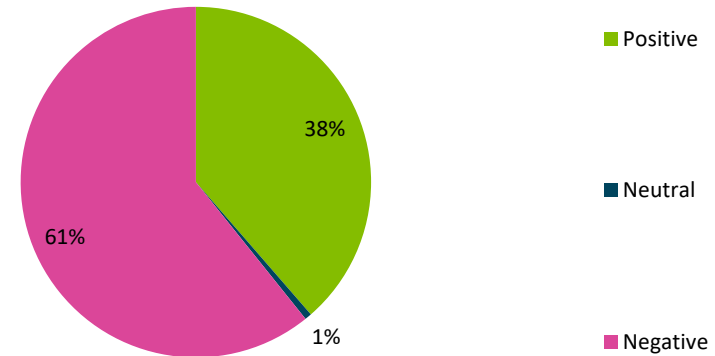
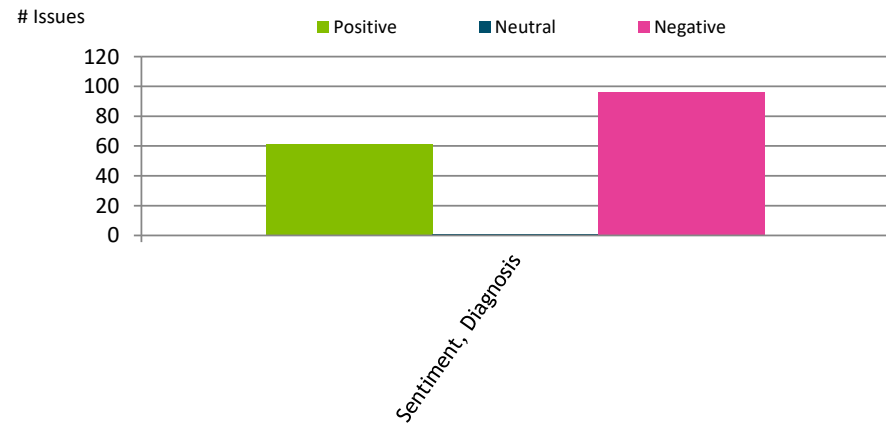


6.5 Trends, Diagnosis/Testing (158 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

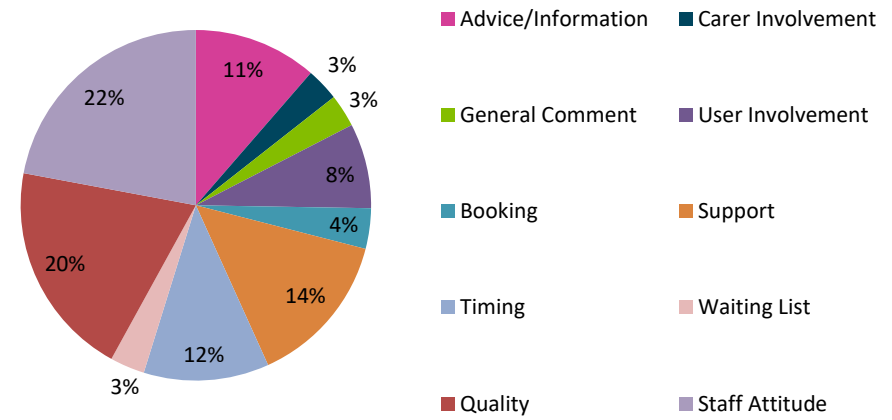
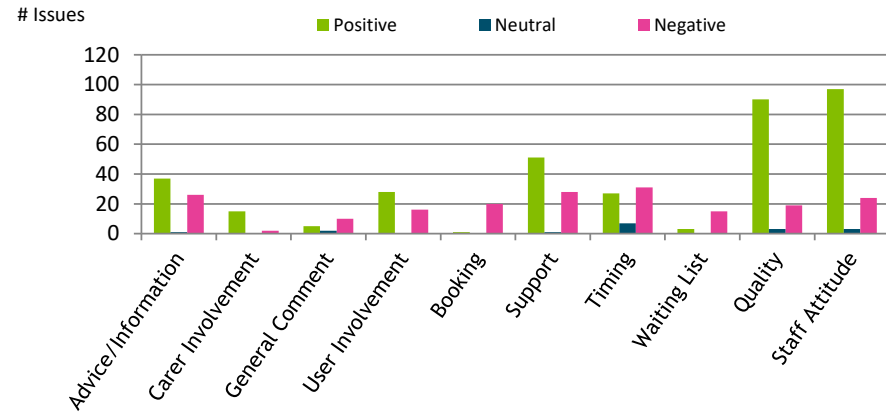


Quarterly Benchmark: X change from the previous quarter

6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

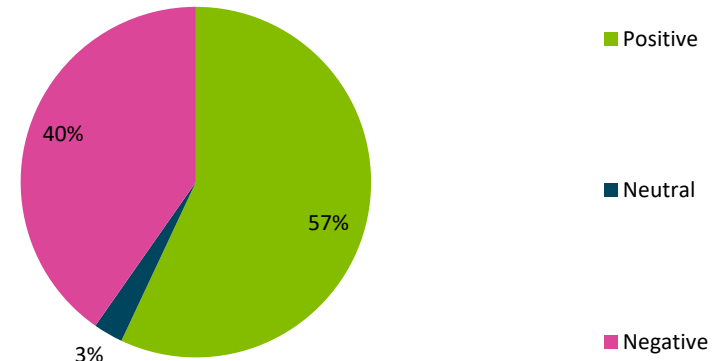
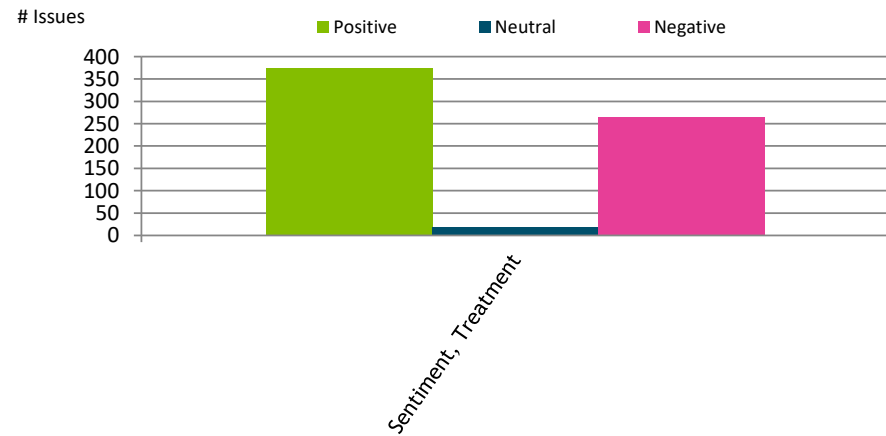


6.7 Trends, Clinical Treatment (658 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

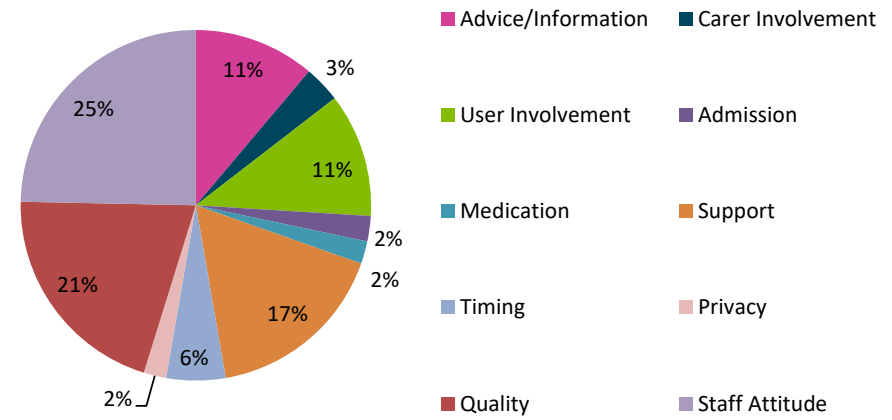
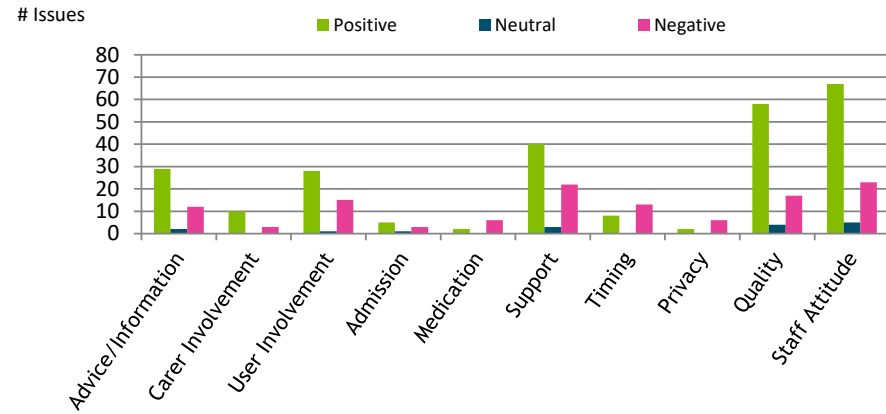


Quarterly Benchmark: X change from the previous quarter

6. Care Pathway: Clinical Nursing (care provided by trained nurses)

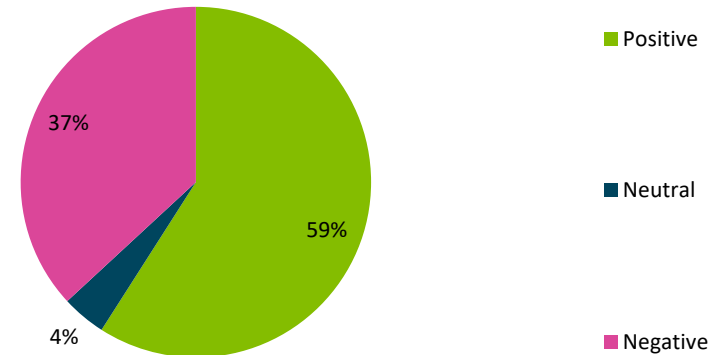
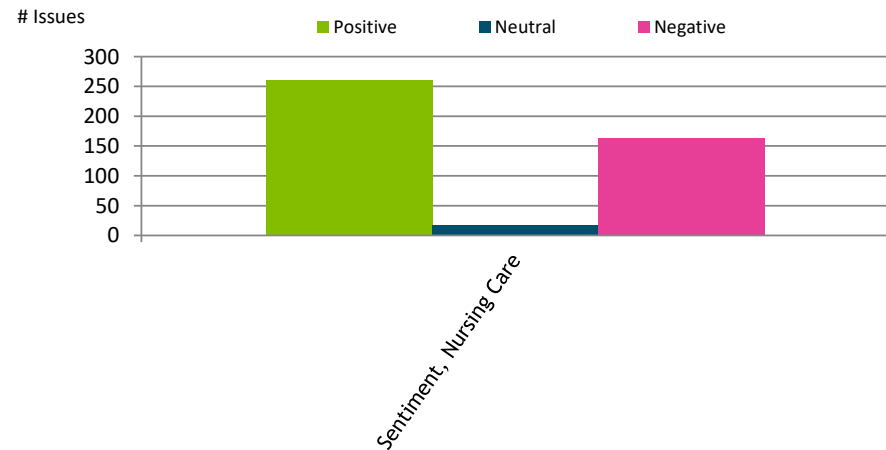


6.9 Trends, Clinical Nursing (442 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

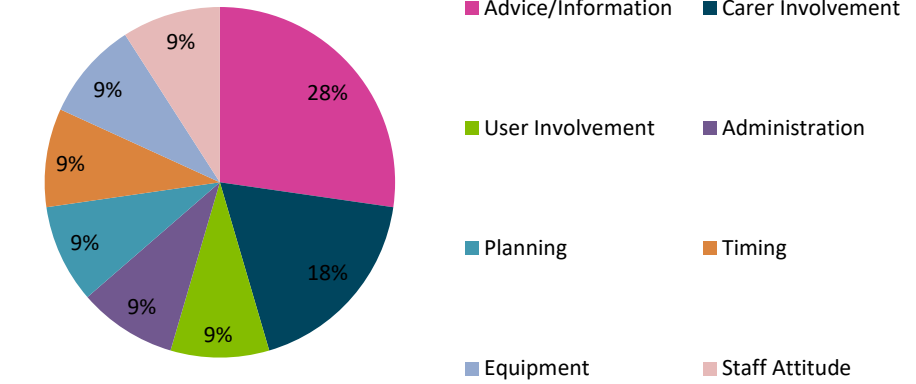
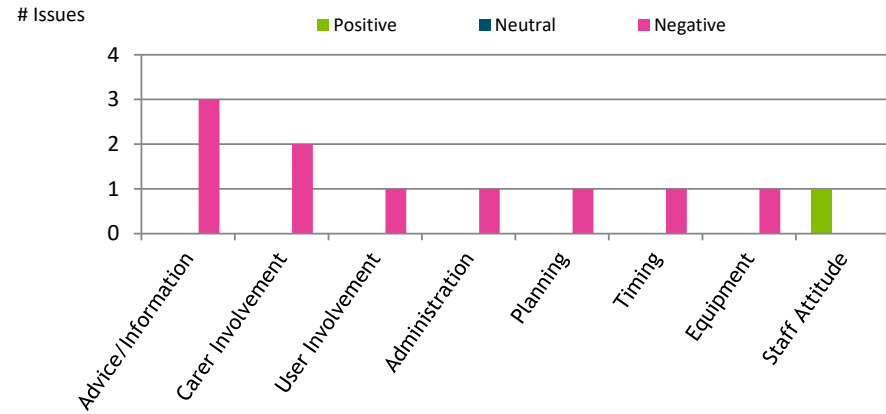


Quarterly Benchmark: X change from the previous quarter

6. Care Pathway: Discharge (discharge from a service)

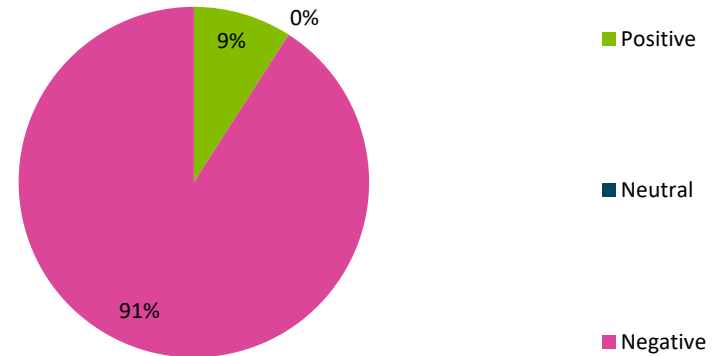
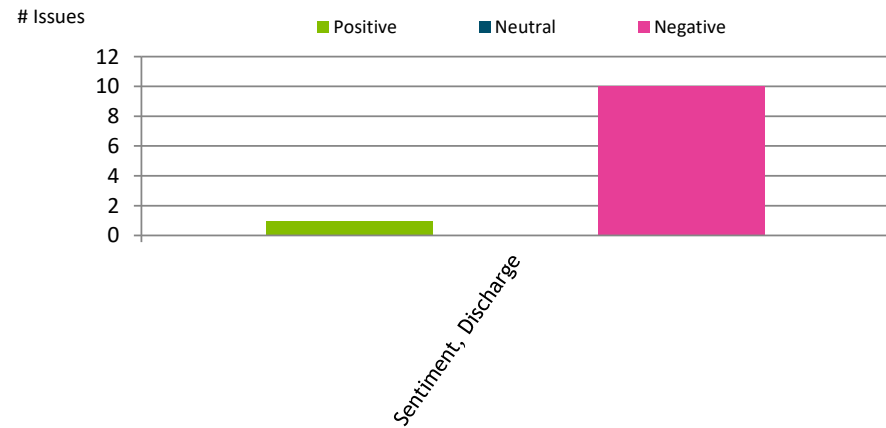


6.11 Trends, Discharge (11 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

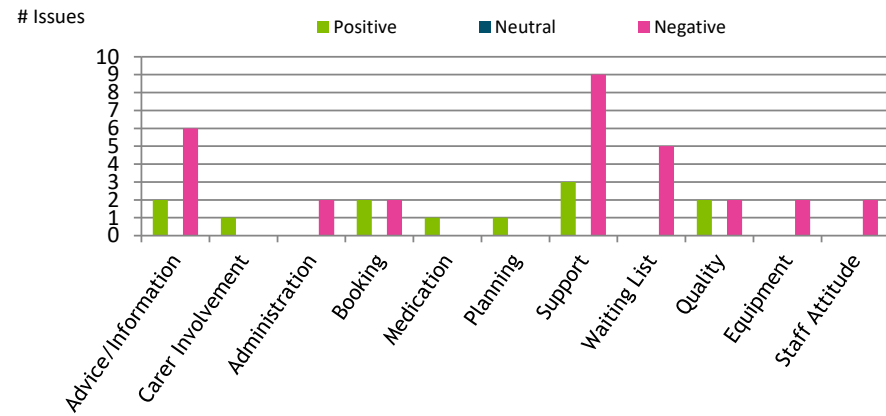


Quarterly Benchmark: X change from the previous quarter

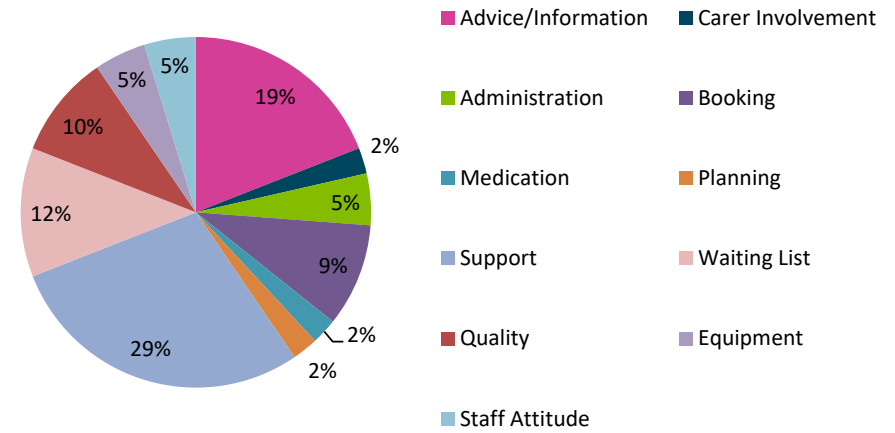
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



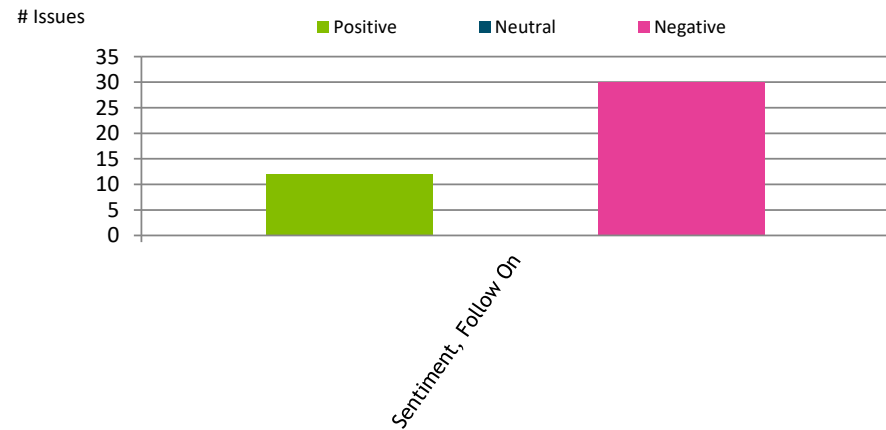
6.13 Trends, Follow On (42 issues)



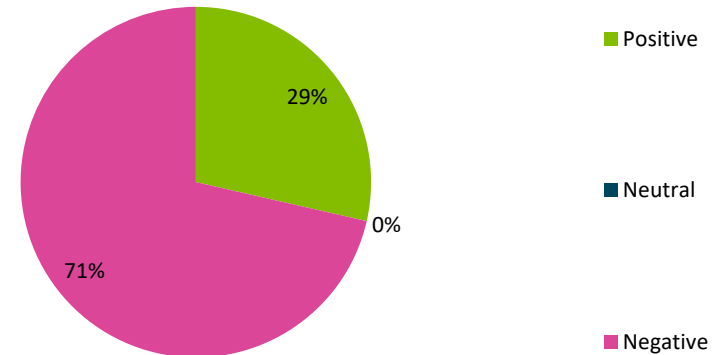
Issues receiving the most comments overall



6.14 Sentiment, Follow On



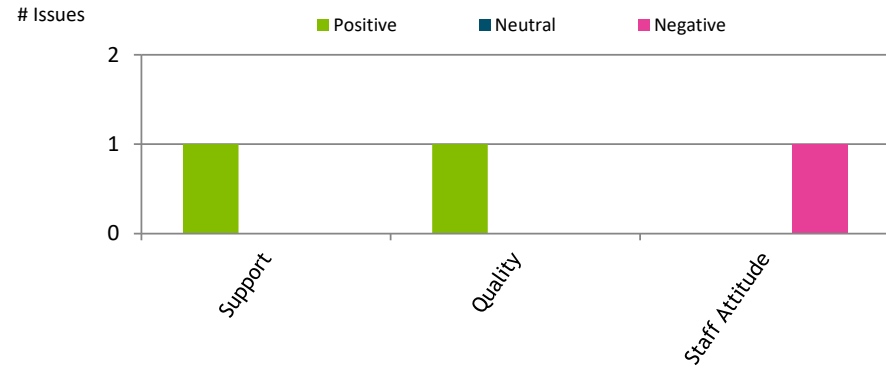
Quarterly Benchmark: X change from the previous quarter



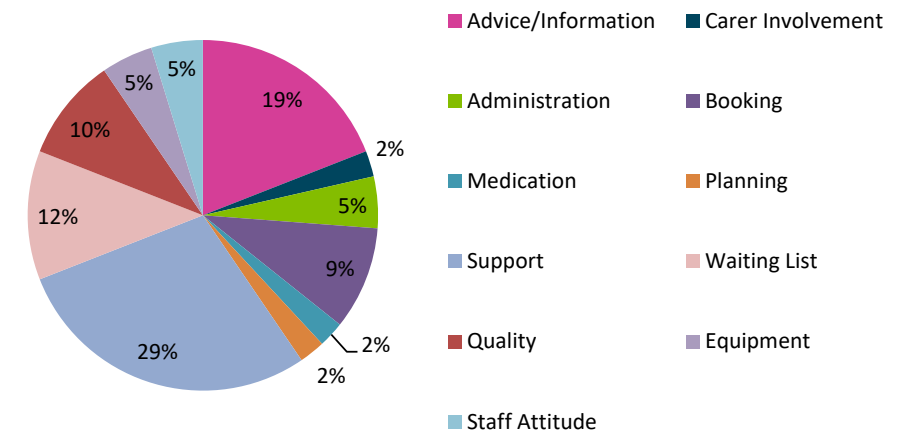
6. Care Pathway: Community (community based health services)



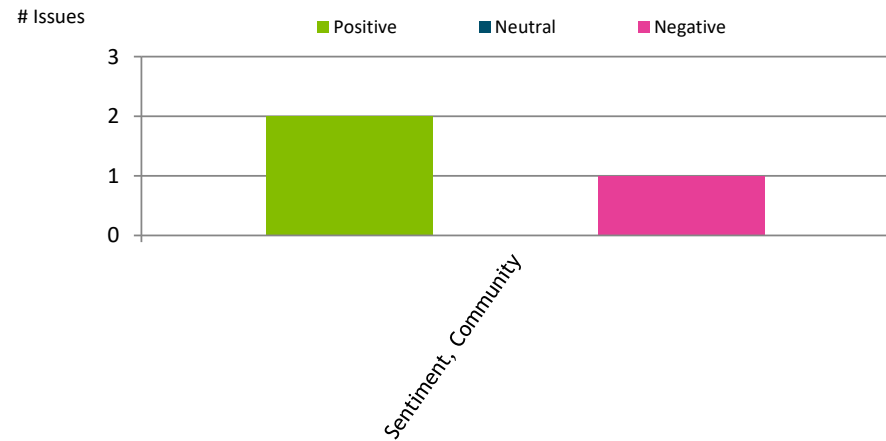
6.15 Trends, Community (3 issues)



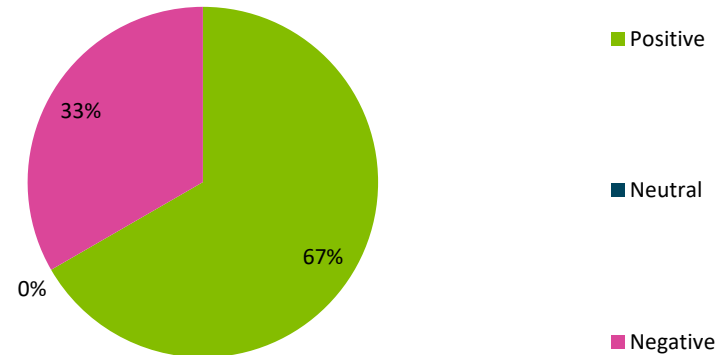
Issues receiving the most comments overall



6.16 Sentiment, Community



Quarterly Benchmark: X change from the previous quarter





Page Number, Figure

Key findings in brief*

Page 3, Figure 2.1	<i>Top issues: Sentiment on general customer service is broadly positive, however patients could be more supported and informed.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients experience long waiting times at appointments.</i>
Page 4, Figure 3.2	<i>Sentiment: General sentiment on user involvement is marginally positive.</i>
Page 5, Figure 3.3	<i>Sentiment: On the whole, patients find staff to be respectful and professional.</i>
Page 6, Figure 4.1	<i>Top Departments: Sentiment on A&E & Orthopaedics is marginally positive, while marginally negative on Maternity & Ophthalmology.</i>
Page 6, Figure 4.2	<i>Care Pathway: Sentiment on clinical treatment & nursing is marginally positive, while marginally negative on reception and diagnosis.</i>
Page 7, Figure 5.1	<i>A&E: Patients find staff to be caring and professional.</i>
Page 7, Figure 5.1	<i>A&E: Some patients experience long waiting times, and a lack of advice/information.</i>
Page 8, Figure 5.3	<i>Maternity: Some patients comment on a lack of empathy, support, advice/information and user involvement.</i>
Page 8, Figure 5.3	<i>Maternity: Some patients also experience delays.</i>
Page 8, Figure 5.3	<i>Maternity: Patients say their partners/family members experience good levels of involvement.</i>
Page 9, Figure 5.5	<i>Orthopaedics: Comments reflect good quality, caring services, with good levels of involvement and communication.</i>
Page 10, Figure 5.7	<i>Ophthalmology: While patients experience good quality treatment, some do not feel involved, supported or informed.</i>
Page 11, Figure 6.1	<i>Transport: Comments reflect a good quality, caring service.</i>
Page 12, Figure 6.3	<i>Reception: Patients find reception staff to be pleasant and professional, on the whole.</i>
Page 12, Figure 6.3	<i>Reception: Some patients experience poor telephone access and a lack of advice/information.</i>
Page 13, Figure 6.5	<i>Diagnosis/Testing: Comments reflect a good quality, caring service.</i>
Page 13, Figure 6.5	<i>Diagnosis/Testing: Some patients comment on long waits at phlebotomy, and delayed test results.</i>
Page 14, Figure 6.7	<i>Clinical Treatment: Comments reflect a good quality, caring service.</i>
Page 14, Figure 6.7	<i>Clinical Treatment: Some patients comment on long waits at appointments, and a lack of communication.</i>
Page 15, Figure 6.9	<i>Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 16, Figure 6.11	<i>Discharge: Some patients and carers/family members experience a lack of communication on discharge.</i>
Page 17, Figure 6.13	<i>Follow On: Following discharge, some patients feel unsupported in arranging follow on treatment or care.</i>
Page 17, Figure 6.13	<i>Follow On: Some patients experience delays in receiving care packages.</i>

** Findings may not be representative of all service users experiences or opinions.*

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	76	3	68	147
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	27	0	9	36
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	7	3	13	23
	User Involvement	<i>Involvement of the service user.</i>	58	1	34	93
Systems	Administration	<i>Administrative processes and delivery.</i>	3	1	45	49
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	5	1	3	9
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	4	0	27	31
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	15	15
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	2	0	8	10
	Medical Records	<i>Management of medical records.</i>	0	0	3	3
	Medication	<i>Prescription and management of medicines.</i>	10	1	10	21
	Opening Times	<i>Opening times of a service.</i>	0	0	3	3
	Planning	<i>Leadership and general organisation.</i>	3	0	21	24
	Registration	<i>Ability to register for a service.</i>	0	0	1	1
	Support	<i>Levels of support provided.</i>	115	4	81	200
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	26	28
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	44	7	61	112
Waiting List	<i>Length of wait while on a list.</i>	5	0	21	26	
Values	Choice	<i>General choice.</i>	2	0	6	8
	Cost	<i>General cost.</i>	0	0	5	5
	Language	<i>Language, including terminology.</i>	1	0	0	1
	Nutrition	<i>Provision of sustenance.</i>	8	0	8	16
	Privacy	<i>Privacy, personal space and property.</i>	2	0	8	10
	Quality	<i>General quality of a service, or staff.</i>	183	7	49	239
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
Stimulation	<i>General stimulation, including access to activities.</i>	2	0	1	3	

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	0	0
	Environment/Layout	<i>Physical environment of a service.</i>	1	1	17	19
	Equipment	<i>General equipment issues.</i>	0	0	9	9
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	11	12
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	6	1	17	24
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	3	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	216	8	75	299
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	8	9
	Staff Training	<i>Training of staff.</i>	1	0	8	9
	Staffing Levels	<i>General availability of staff.</i>	0	0	21	21
	Total:			787	38	703